

STATE OF CONNECTICUT DEPARTMENT OF BANKING
YEAR-END 2005 ELECTRONIC BANKING QUESTIONNAIRE FOR CREDIT UNIONS

Name of Institution:

Has your institution established an Internet site?

☐

Yes

☐

No

If no, do you plan to establish a site within the next year?

☐

Yes

☐

No

If yes, please answer the following questions

Web Address

http://

Was your site developed internally?

☐

Yes

☐

No

If not, developed by whom?

Purposes of your Internet site. (Check all that apply)

Marketing

☐

New account products

☐

Investment product information

☐

Rates for loans and deposits

☐

Insurance information

☐

Personalized marketing information

Other Services

☐

Brokerage services

☐

Trust account access

☐

Credit card history

☐

Credit card transaction download

☐

Credit card payment

☐

Electronic marketplace (vendor links)

☐

Tax return preparation

Personal Banking

☐

Account activities (inquiries/transfers)

☐

Bill payment

☐

Bill presentment

☐

Personal banking data download
(Quicken, Money, etc.)

☐

ACH transfers

☐

Loan history

☐

Loan payment

Applications

☐

Loan application download

☐

Loan application upload

☐

New account opening

☐

Sign-up for Internet banking

☐

Credit card application

☐

Software download

☐

Customer Support

☐

Direct access to CSR

Name of Institution:

Business Banking

- ☐ Account activities (inquiries/transfers)
- ☐ Bill payment
- ☐ Bill presentment
- ☐ Business banking data download (QuickBooks, etc.)
- ☐ Cash management
- ☐ Remote Deposit Capture (i.e. electronic check presentment)
- ☐ Wire Transfer
- ☐ Loan history

Informational Functions

- ☐ Links to external sites
- ☐ Loan/investment calculator
- ☐ Community information
- ☐ Content aggregation(screen scraping)

Does your institution offer:

Telephone Banking? ☐ Yes ☐ No

If **no**, do you plan to offer it within 1 year? ☐ Yes ☐ No

If **yes**, check any of the functions you offer:

- ☐ Balance inquiry
- ☐ Marketing/informational material
- ☐ Bill payment services
- ☐ Balance transfer
- ☐ Loan applications
- ☐ Other

Do you offer any of the following?

- ☐ Automated loan machines
- ☐ ATMs offering additional products
- ☐ Debit cards (check cards)
- ☐ Stored value cards
- ☐ No yet, but within the next year
- ☐ Not yet, but within the next year
- ☐ Not yet, but within the next year
- ☐ Not yet, but within the next year

Name of person who completed this

Phone

THANK YOU FOR PARTICIPATING!